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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Joyce et al.

Title: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT
AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

Docket No.: 2046.008US1

Serial No.: 09/604,199

Filed: June 27, 2000

Due Date: N/A

Examiner: Unknown

Group Art Unit: 2157

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

We are transmitting herewith the attached:

☒ Revocation and Power of Attorney (2 pages).

☒ A return postcard.

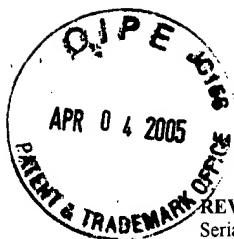
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By: _____
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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 30 day of March, 2005.

Lisa Posorske
Name

Lisa Posorske
Signature



REVOCATION AND POWER OF ATTORNEY

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MANAGEMENT

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S/N 09/604,199

PATENT

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Applicant:	Robert Joyce et al.	Examiner:	Lashonda Jacobs
Serial No.:	09/604,199	Group Art Unit:	2157
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REVOCATION AND POWER OF ATTORNEY
CERTIFICATE UNDER 37 CFR § 3.73(b)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In accordance with 37 C.F.R. Section 1.36, M.P.E.P. Section 402.05 and 402.07, please revoke any existing Powers of Attorney, if any, and appoint the following attorneys and/or patent agents to prosecute this application and to transact all business in the Patent and Trademark Office in connection therewith:

Customer Number: 21186

CERTIFICATE UNDER 37 CFR § 3.73(b)

Aspect Communications Corporation hereby certifies that it is the assignee of the entire right, title and interest in the patent application identified above by virtue of an assignment from the inventors recorded June 27, 2000 on Reel 010924, Frames 0974-0977. To the best of my knowledge and belief, title is in Aspect Communications Corporation, the assignee.

Pursuant to 37 C.F.R. §3.73(b) I hereby declare that I, Stephen Yu, am empowered to sign this certificate on behalf of Aspect Communications Corporation, the assignee.

I hereby declare that all statement made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true.

REVOCATION AND POWER OF ATTORNEY

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Please direct all correspondence in this case to:

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Date 2/15/05 By Stephen Yu
Stephen Yu
Title: VP, General Counsel and Secretary
Aspect Communications Corporation